

**APPENDIX III**

**CALIFORNIA OSS**  
**PERFORMANCE MEASURES**

In PIP*	California OSS Performance Measures	
	<b>Pre-Ordering</b>	
X	1	Average Response Time (to Pre-Order Queries)
	<b>Ordering</b>	
X	2	Average FOC/LSC Notice Interval
X	3	Average Reject Notice Interval
X	4	Percentage of Flowthrough Orders
	<b>Provisioning</b>	
X	5	Percentage of Orders Jeopardized
X	6	Average Jeopardy Notice Interval
X	7	Average Completed Interval
	8	Percent Completed Within Standard Interval
X	9	Coordinated Customer Conversion as a Percentage On-Time
X	9a	Coordinated Frame Due Time Cutovers as a Percentage On-Time
X	10	PNP Network Provisioning
X	11	Percent of Due Dates Missed
	12	Percent of Due Dates Missed Due to Lack of Facilities
	13	Delay Order Interval to Completion Date (For Lack of Facilities)
X	14	Held Order Interval
X	15	Provisioning Trouble Reports (Prior to Service Order Completion)
	15a	Average Time to Clear
X	16	Percentage Troubles in 30 Days for New Orders
X	17	Percentage Troubles in 10 Days for Non-Special Orders
X	18	Average Completion Notice Interval
	<b>Maintenance</b>	
X	19	Customer Trouble Report Rate
X	20	Percentage of Customer Trouble Not Resolved Within Estimated Time
X	21	Average Time to Restore
	22	POTS Out of Service Less Than 24 Hours
X	23	Frequency of Repeat Troubles in 30 Day Period
	<b>Network Performance</b>	
X	24	Percent Blocking on Common Trunks
X	25	Percent Blocking on Interconnection Trunks
X	26	NXXs Loaded by LERG Effective Date
	27	Network Outage Notification
	<b>Billing</b>	
X	28	Usage Timeliness
X	29	Accuracy of Usage Feed
X	30	Wholesale Bill Timeliness
X	31	Usage Completeness
X	32	Recurring Charge Completeness
X	33	Non-Recurring Charge Completeness
X	34	Bill Accuracy
X	35	Timeliness of Billing Completion Notices
X	36	Accuracy of Mechanized Bill Feed
	<b>Database Updates</b>	
X	37	Average Database Update Interval
X	38	Percent Database Accuracy
X	39	E911/911 MS Database Update Average
	<b>Collocation</b>	
X	40	Average Time to Respond to a Collocation Request
X	41	Average Time to Provide a Collocation Arrangement
	<b>Interfaces</b>	
X	42	Percentage of Time Interface is Available
	43	Average Notification of Outages
X	44	Center Responsiveness

\* Measures marked by an "X" are included in the Commission's performance incentives plan (PIP)

## **APPENDIX IV**

### **APRIL 2002 PERFORMANCE INCENTIVES PLAN RESULTS**

April 2002 Performance Incentives Plan Results			
Reference number of observations		5867	
Adjusted Base Amount		\$	27
Tier I	Category A	Failures	302
		Observations	4491
		Rate	6.7%
		Ordinary	\$ 78,908
		Chronic	\$ 62,660
		Extended	\$ 105,666
		Credit	\$ 247,234
	Category B	Failures	19
		Observations	88
		Rate	21.6%
		Ordinary	\$ 110,761
		Chronic	\$ 116,590
		Extended	\$ 58,295
		Credit	\$ 285,646
Tier II	Category C	Failures	51
		Observations	441
		Rate	11.6%
		Ordinary	\$ -
		Chronic	\$ 140,510
		Extended	\$ -
		Credit	\$ 140,510
Credits		To CLECs	\$ 532,880
		To Ratepayers	\$ 140,510
		Total	\$ 673,390